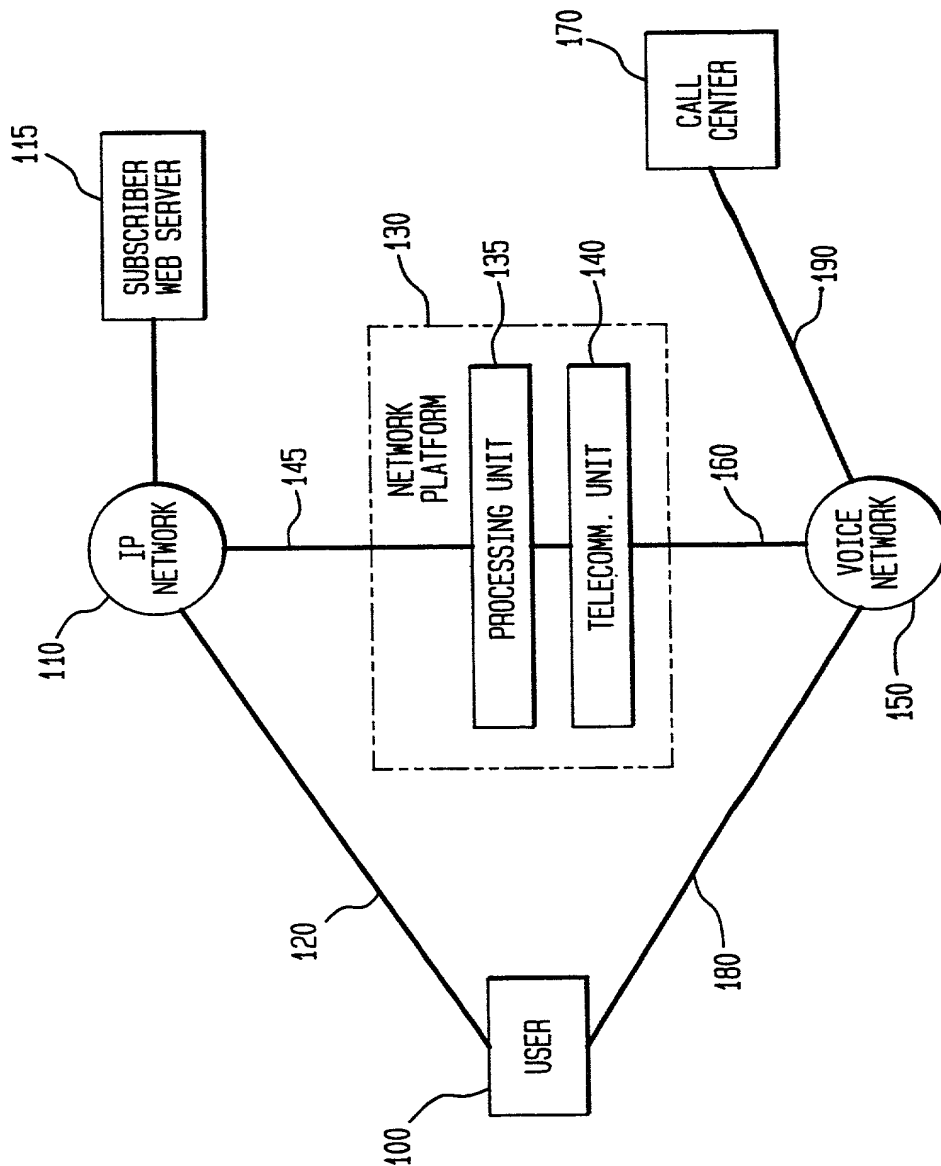


FIG. 1A



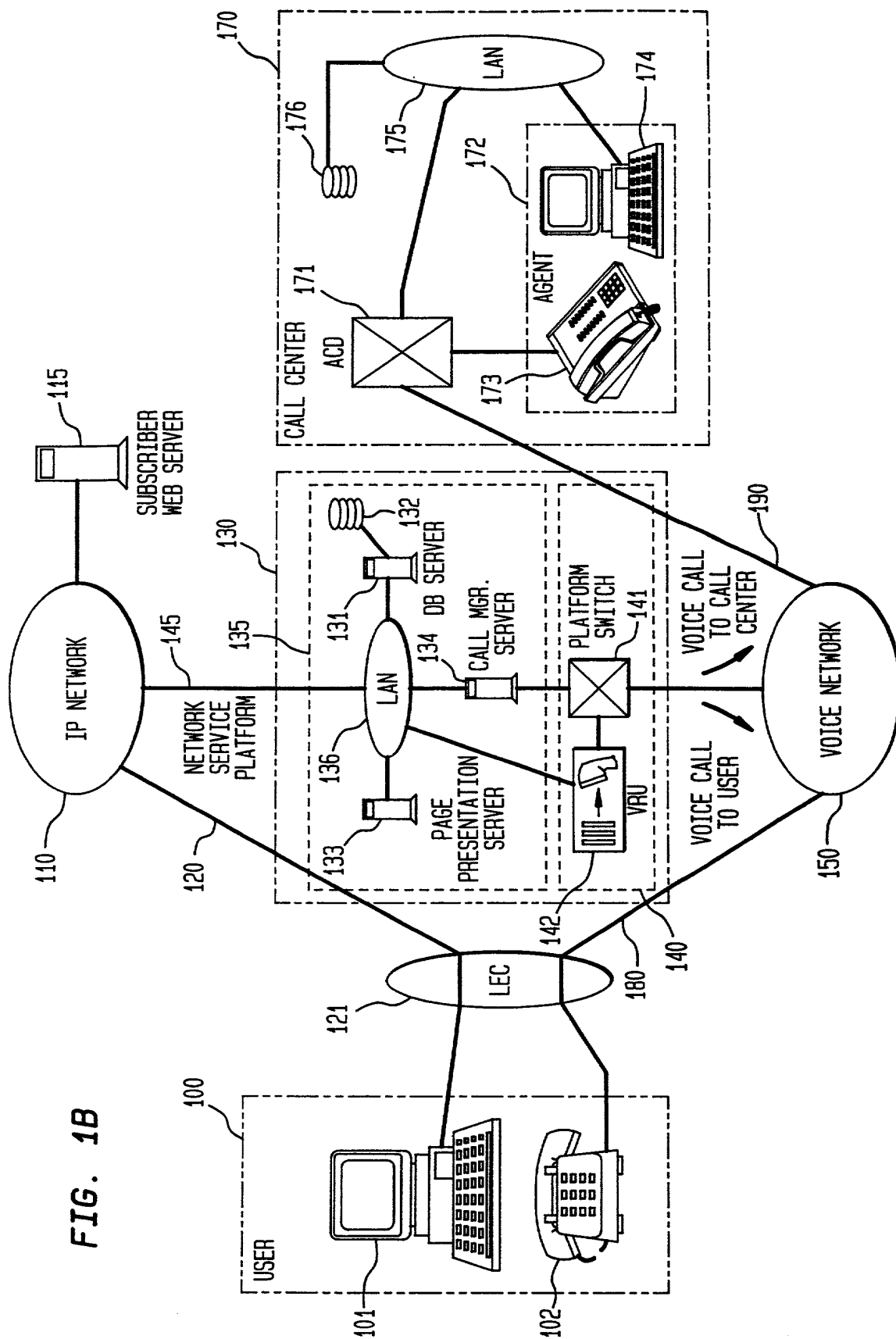


FIG. 2A

STEP	USER	SUBSCRIBER'S WEB SITE	NETWORK PLATFORM	VOICE NETWORK	CALL CENTER	CC AGENT
201		→				
202	"SPEAK TO AGENT," URL, USER ADDR	→	→			
203		→	WELCOME PAGE			
204	USER INFO	→				
205		→	CONNECT PAGE			
206			USER TEL #	→		
207		→		[RINGING]		
208	[OFF-HOOK]	→				
209		→	ANNOUNCE- MENT			
210			CC TEL #+ TAG2	→		

FIG. 2B

